

Utah Department of Commerce 1000 Day Plan Milestones

Day 598 Update – April 20, 2004

- Day 95, May 9, 2002. Conducted Department management retreat to encourage moving transactions online through business process and statutory review.
- Day 131, June 14, 2002. Division of Public Utilities assisted with Governor's energy policy forum.
- Day 148, July 1, 2002. Division of Consumer Protection assumed regulatory oversight of Proprietary Schools.
- Day 163, July 16, 2002. Division of Consumer Protection collected \$92,000 Publisher's Clearinghouse settlement for deceptive sales practices.
- Summer 2002. Division of Public Utilities and Committee of Consumer Services participated in a major PacifiCorp rate case settlement. PacifiCorp originally requested a \$200 million increase; the Public Service Commission approved \$140 million.
- Day 224, September 15, 2002. Comprehensive fee study completed to ensure revenues cover cost of regulation. As a result of this study, 191 Department fees were adjusted. At the same time, online payment convenience fees were integrated into overall fees to encourage customer adoption of online transactions.
- Day 224, September 15, 2002. Registered charity look-ups were made available online.
- Day 248, October 9, 2002. Division of Securities collected \$500,000 Merrill Lynch settlement for securities analyst conflict of interest violations.
- Day 281, December 31, 2002. Committee of Consumer Services and Division of Public Utilities participated in a Questar Gas Company rate case in which the utility requested a \$23 million increase. The Public Service Commission approved \$11.2 million.
- Day 289, November 19, 2002. Division of Consumer Protection filed suit for \$400,000 Qwest settlement for deceptive sales practices.
- Day 347, January 16, 2003. Uniform Commercial Code Certified Search function was brought online. Approximately 7,000 searches are conducted annually.
- Day 359, January 28, 2003. Committee of Consumer Services and Division of Public Utilities testified in hearings regarding Qwest's application for pricing flexibility. The Public Service Commission imposed caps on residential rates because competition is limited to Qwest and Comcast.

- Day 375, February 13, 2003. Division of Real Estate formulated rules to facilitate online distance education.
- Day 389, February 27, 2003. Division of Public Utilities and Committee of Consumer Services participated in a settlement with Qwest, which resulted in the Public Service Commission ruling to permit the company's sale of yellow pages, and provided a collective credit of \$22 million to the Utah consumers.
- Day 421, March 31, 2003. With elimination of convenience fees, online adoption for annual business renewals doubled in the first quarter of this year and Uniform Commercial Code Certified Searches increased by 20 percent each month during the same time period.
- Day 421, March 31, 2003. Online transactions numbered 15,991 during March 2003. The online option now represents 26 percent of Department-wide transactions when compared to mail-in, walk-in or phone options. Online adoption statistics by function for the first quarter ending March 31, 2003, include:

DOPL License Verifications	25%
DOPL Professional License Renewals	12%
CORP Certificates of Existence	69%
CORP Annual Business Renewals	19%
CORP Uniform Commercial Code Filings	32%
CORP Uniform Commercial Code Certified Searches	78%
CORP Registered Principal Searches	100%
- Day 428, April 7, 2003. Division of Real Estate began preparations for implementing amendments to the Residential Mortgage Practices Act, requiring entrance exams and continuing education for mortgage brokers.
- Day 438, April 17, 2003. Committee of Consumer Services and Division of Public Utilities participated in a Pacificorp depreciation case. Pacificorp requested a \$3.7 million rate increase, the Division proposed no increase, and the Committee recommended a \$23 million rate reduction. The Public Service Commission approved a \$6 million reduction.
- Day 449, April 28, 2003. Division of Securities announced \$4,125,000 global settlement with various brokerage houses for securities analyst conflict of interest violations.
- Day 451, April 30, 2003. Division of Public Utilities staff provided testimony regarding outstanding complaints against three telecom companies operating in Utah. The Public Service Commission approved a settlement of \$90,000 to be paid to the State.
- Day 451, April 30, 2003. Eighteen thousand contractors were provided with ability to renew licenses online.

- Day 451, April 30, 2003. Received \$80,000 federal grant to bring Controlled Substance Database look-ups online.
- Day 464, May 13, 2003. Oracle conversion completed to enable implementation of the Department's Licensing Enforcement System in remaining divisions of Consumer Protection, Real Estate, and Securities. The Statewide Oracle license, via ITS, offers data back-up, disaster recovery and hosting without the Department having to incur its own licensing expense.
- Day 467, May 16, 2003. Division of Real Estate developed and distributed new education curriculum for licensees.
- Day 467, May 16, 2003. Division of Public Utilities and Committee of Consumer Services reached a stipulation, approved by the Public Service Commission, settling issues regarding a Nucor Steel and PacifiCorp contract.
- Day 533, July 22, 2003. Division of Consumer Protection, Qwest Corporation and Qwest Wireless LLC filed their agreement resolving a lawsuit about Qwest's sales and marketing practices. In the settlement, Qwest agree to a one-time payment of \$375,000 to the state.
- Day 547, August 5, 2003. The Department announced its official launch of the new "business.utah.gov" and the online "OneStop Business Registration" (OSBR). Doing business in Utah just got easier, faster, and more efficient.
- Day 598, September 24, 2003. The www.utah.gov Web site was honored by the national research and advisory institute as being tops among more than 260 "Best of Web" entries from federal, state and local governments nationwide. The new www.business.utah.gov and the online OneStop Business Registration (OSBR) were integral parts of this success.
- Day 703, January 7, 2004. The Department announced its official launch of the new online filing for Uniform Commercial Code terminations (10,800/year) and continuations (3,850/year).

Department of Commerce

Future 1000-Day Plan Milestones

Jun 2004 - Online real estate license renewals
 Jun 2004 - Online charity registration renewals
 Sep 2004 - Online Controlled Substance Database submissions and queries
 Dec 2004 - Deutsche Bank \$250,000 brokerage house settlement for securities analyst conflict of interest violations
 Dec 2004 - Enterprise permitting go/no go decision.
 Dec 2004 - Corporate document images available for online look-up.
 Dec 2004 - Completion of Division of Corporations backscanning project.